



## Hameed Ali

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### **Summary:**

15 years of leadership in hospitality cluster management, proudly managed legendary award-winning hotel of 16 outlets, 670 rooms, 650 employees, 33 meeting rooms, convention center, liquor store, commercial laundry, executive office building & Bahrain F1 catering. Achieved pre-opening in budget ranging size of \$10M to \$39M. Exploit a broad range of strategic, commercial, operational, transformational change & capex project leadership skills to shape and execute high-yield strategies which enhance operational effectiveness, customer experience and commercial gain.

### **Great fit character:**

Strategic sales & marketing plans | Budget & forecast control | Operation management | Pre-opening hotel projects | E-commerce & OTA's | Social media | Communications & Influencing | Guests experiences | Skills training programs | Change & capex management | SOP, P&P policies | Revenue, distribution & optimization management | Culinary | Cost efficiency & profit maximization.

### **Experience:**

#### **General Manager at Hamdan Plaza Hotel Salalah, Oman**

##### **HTG Group - Hamdan Plaza Hotel**

Dec 2019 - Present

- Launched 50% unit's refurbishment and re-positioned the property in the market.
- Innovated the e-commerce and social media ranking in the top 10 in the area.
- Overhauled and re-structured sales & marketing boosting market share by 10%.
- Improved the SOP's & staff training and scored 10 points increase in guest satisfaction.
- Hotel & Hospitality Management
- Sales Strategy Management
- Budgeting & Forecasting
- Revenue Analysis, GOP, NOP & REV PAR.
- Restaurant Management
- Yield Management
- Customer Satisfaction
- MICROS & OPERA

**General Manager at Gulf Inn Asdal Hotel Bahrain****GHG - Gulf Hotels Group**

Dec 2018 - Nov 2019

- Deputize the Director of Operation for managing the hotels of the group as cluster GM for 5 properties.
- Tripled the highest profitability of 60% and positioned the property in the luxury market.
- Revitalized the luxury boutique hotel with the signature 1664 Bar resulted in 30% revenue increase.
- Increased revenues up by 40% and recognized by CEO.
- Achieved weekends 100% room occupancy over a period of 11 months 335 nights in the year.

**General Manager pre-opening at Gulf Court Hotel Business Bay Dubai, UAE****GHG - Gulf Hotels Group**

Aug 2018 - Nov 2018

- Strengthened the hotel preopening strategic task force and pioneered the leisure market by 40%.
- Expedited planning of 270 keys, 6 outlets and bars, gaining a brand name in Dubai Business Bay.
- Awarded world hotels award during the strategic assignment with score of 95%.

**Hotel Manager at Gulf Hotel Bahrain, convention & spa, Bahrain****GHG - Gulf Hotels Group**

May 2016 - Jul 2018

- Authored great success increases in the e-commerce segment business by 15%.
- Attained winning 6 CITI Facts Awards.
- Formulated 1-2-1 heads of departments meetings & balance scored cards.

**General Manager at Gulf Court Hotel Manama Bahrain****GHG - Gulf Hotels Group**

May 2015 - Apr 2016

- Accelerated the re-branding of the property in a record time of 2 months.
- Effected the GHG brand standards in the property and generated revenue by 25%.

**General Manager pre-opening at S Hotel Bahrain****S Hotel Bahrain**

Mar 2014 - Apr 2015

- Completed the hotel design with the developer of 200 rooms, 6 outlets restaurant and bars.
- Introduced & trained 150 members on standard operating procedures and service manuals.

**Area General Manager at City Seasons Hotel Dubai, Airport Road, UAE****CS - CITY SEASONS HOTELS Group**

Dec 2012 - Feb 2014 (Manage 2 Hotels)

- Upgraded the personal guest services resulting in guest value for money up by 10%.
- Expanded and revamped the online segment and reflected in revenues by 20% increase.

**General Manager at City Seasons Suites Dubai, 8th Street, UAE**

**CS - CITY SEASONS HOTELS Group**

Sep 2011 - Nov 2012

- Introduced the SOP's guidelines for the property for standardization.
- Achieved ADR boost by 15%.
- Complemented the revenues by an increase of 17%.
- Introduced standards for controlled purchase management.

**Cluster General Manager at Coral Hotel Muscat, Oman**

**HMH - Hospitality Management Holding**

Jan 2009 - Aug 2011 (Manage 2 Hotels)

- Pioneered both hotel sales & marketing strategies and sales went up by 25%.
- Identified steps to reduce food cost by 13% resulting in an eventual 13% on the bottom line.

**General Manager pre-opening at EWA Hotel Apartments, Bahrain**

**HMH - Hospitality Management Holding**

Jan 2008 - Aug 2011

- Secured air-lines accommodation contract on year to year.
- 12% higher revenues than the year before.

**Food and Beverage Manager at Novotel Al Dana Resort, Bahrain**

**ACCOR Group - Novotel Hotels**

Jan 2005 - Dec 2007 (3 years)

- Beat last year bar sales by 10%.
- Reduced food, liquor and supply cost significantly and maintained a consistent 28% food and 18% liquor costs.
- Implemented service standards for all F&B associates & generated 30% guest satisfaction.

**Education:**

**Greater Brighton Metropolitan College, UK**

Hospitality Management Higher Diploma

**Business Technology Education Council London, UK**

BTEC Management Degree

**The Royal Institute of Public Health & Hygiene, London, UK**

Associate's degree

**City & Guilds of London Art School, UK**

Associate's degree in Culinary Arts

**Hotel and Catering Bahrain, Bahrain**

Hotel Operations Management Diploma

**Bahrain Technical Institute, Bahrain**

High School Diploma, Air Conditioning and Refrigeration

**Skills:**

Hospitality cluster Management • Profit & Loss Management • Strategic Sales • Pre-opening • Yield Management • Hotel Management • Food & Beverage • Revenue Analysis • Rooms Division • Front Office

**Honors & Awards:**

Hilton Maurice Reymond Award of Excellence Associate  
Talent Employee Award  
Certificate of Achievement Creating Brand Loyalty